

**Stephanie Rawlings-Blake**  
Mayor



Room 250  
City Hall  
Baltimore, MD 21202

March 1, 2016

**TO:** The Honorable Stephanie Rawlings-Blake, Mayor  
Kaliopé Parthemos, Chief of Staff  
Khalil Zaied, Deputy Mayor of Operations  
Sameer Sidh, Director of CitiStat

**FROM:** CitiStat Team

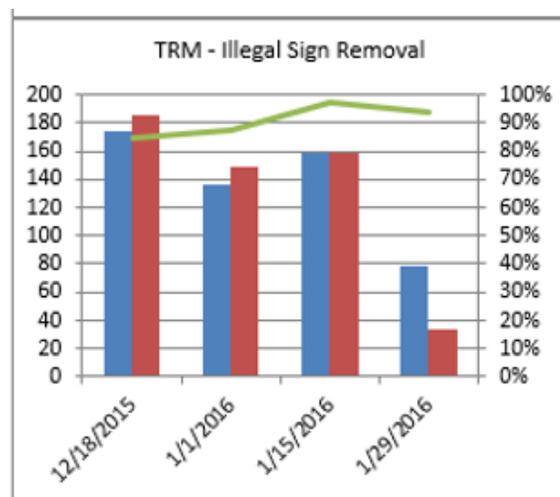
**SUBJECT:** Department of Transportation, Executive Briefing



- **Making Progress**

- **Illegal Sign Removal.** The Department of Transportation (DOT) receives requests involving the removal of illegal placed signs across the City. Currently, DOT closes 92% of illegal sign removal requests on time. Illegal sign removal service requests and the corresponding response rate dropped during the last two (2) weeks of January, likely as a product of efforts diverted to clean up following Winter Storm Jonas.

■ Created ■ Closed ■ % Closed on time



- **Needs Improvement**

- **Parking Complaints.** The Department of Transportation (DOT) aims to handle parking complaints within 48 hours. Even with a decrease in the number of parking complaints created, the percentage completed on time has dipped significantly to approximately 50%.

■ Created   ■ Closed   — % Closed on time

